

## **Purpose**

This policy outlines the Authority's procedures for addressing formal public complaints related to service delivery, including staff conduct, and formal requests for clarifications about the Authority's work.

The Formal Public Complaints and Requests for Clarifications Policy is for complaints and requests for clarifications on matters unrelated to compliance orders or other compliance or enforcement decisions which may be appealed to the Ontario Land Tribunal. Such requests must be made in accordance with the procedures provided for in the *Resource Recovery and Circular Economy Act, 2016* (RRCEA) and the *Waste Diversion Transition Act, 2016* (WDTA). This policy does not apply to matters that the Authority has formally consulted on.

Complaints related to the [Access and Privacy Code](#) will be addressed as described in that code.

## **Background**

The Authority is mandated by the Government of Ontario to advance a circular economy and a waste-free Ontario as outlined in the RRCEA and WDTA. In pursuit of this mandate, the Authority is committed to delivering excellent customer service, including the highest levels of professional standards and courtesy in delivering the Authority's regulatory mandate. This includes having an accessible, fair, transparent, and straightforward process in place when a complaint is received about the Authority or an individual acting on behalf of the Authority.

For the purposes of this policy, a complaint is defined as an expression of dissatisfaction about staff conduct or the standard of service provided by or on behalf of the Authority.

The Authority is also committed to providing public explanations for its decisions and seeks to ensure its communications are accessible to all registrants and stakeholders. The Authority endeavours to ensure that all of its communications, including publications, policies, compliance bulletins and other guidance documents, are written in clear, simple, and plain language. In order to better understand the Authority's decision making, a stakeholder may submit a formal request for clarification about these communications, to which the Authority is committed to responding within a reasonable time.

For the purposes of this policy, a formal request for clarification is defined as a request for a written explanation to a question about the Authority's carrying out of its objectives that is not a compliance order or other compliance or enforcement decision which may be

appealed to the Ontario Land Tribunal or a matter that the Authority has formally consulted on.

### **Submitting a Formal Complaint**

You should first consider raising your complaint informally with the employee who you have a complaint about, or with the employee's supervisor or manager.

If you wish to submit a formal complaint about the Authority's service delivery or conduct of staff, you may do so by submitting your complaint in writing by email to [complaintsorclarifications@rpra.ca](mailto:complaintsorclarifications@rpra.ca).

A formal complaint should include the following information:

- Complainant's name and contact details
- Details and reasons for the complaint (Who, What, When, Where, etc.)
- The outcome that is sought

Information provided to the Authority as part of a formal complaint will be subject to the Authority's Access and Privacy Code and treated confidentially.

### **Submitting a Formal Request for Clarification**

You should first consider raising your request for clarification informally with the employee who is responsible for the matter you wish to better understand, or with the employee's supervisor or manager.

If you wish to make a formal request for clarification about a communication, activity, or decision made by the Authority you may do so by submitting your request for clarification in writing by email to [complaintsorclarifications@rpra.ca](mailto:complaintsorclarifications@rpra.ca).

A formal request for clarification should include the following information:

- Requestor's name and contact details
- Details about the matter, decision, activity, or communication for which you are seeking clarification

To increase transparency, a summary of the formal request for clarification, the affiliation of the requestor (if provided by the requestor), and the Authority's response will be made public on the Authority's website. No personal or commercially sensitive information will be disclosed. Information provided to the Authority as part of a formal request for clarification will be subject to the Authority's Access and Privacy Code and treated confidentially.

If a formal request for clarification addresses the same subject matter the Authority has previously addressed, you may be directed to the previous response provided by the Authority.

### **Process for Handling Formal Complaints and Formal Requests for Clarifications**

Authority staff will review all formal complaints and formal requests for clarifications as follows:

- Receipt of formal complaints and formal requests for clarifications will be acknowledged within three business days.
- Formal complaints and formal requests for clarifications will be reviewed by senior staff responsible for the service area that is the subject of the formal complaint or formal request for clarification, or, if a complaint is about a specific individual, by the supervisor of the person who is the subject of the complaint.
- If a formal complaint is about a member of the executive management team (including executive officers), the complaint will be referred to the CEO. A complaint about the CEO will be referred to the Human Resources Committee of the Authority's Board of Directors. A complaint about an Authority Board member will be referred to the Chair of the Authority's Board of Directors.
- All formal complaints and formal requests for clarifications received under this policy will be brought to the attention of the CEO and/or Registrar and any senior staff with responsibilities related to the complaint or request for clarification. Formal complaints will be escalated to the Human Resources Committee of the Authority's Board of Directors as appropriate. The employee(s) responsible for the matter being complained about will also be notified of the complaint.
- The Authority will respond to formal complaints or formal requests for clarifications within 30 days. If a formal complaint or formal request for clarification cannot be responded to within 30 days, the Authority will provide clear reasons in writing to the complainant or requestor why the complaint or request for clarification cannot be responded to and provide a timeline for when a response will be provided. The Authority will provide this prior to the end of the 30-day period.
- The Authority may seek additional information, including from the complainant or requestor.
- If the requestor or complainant does not respond to requests for additional information within 15 days, the Authority will provide notification that the complaint or request has been deemed incomplete and withdrawn.
- A summary of formal requests for clarification, the requestor's affiliation (if provided by the requestor), and the Authority's response will be posted to the Authority's website within 30 days of the response being provided to the requestor.

## **Policy Review**

The Authority will review the Formal Public Complaints and Requests for Clarifications Policy on a periodic basis as required.